

# The Manor Practice

## Inspection report

454 Lea Bridge Road  
London  
E10 7DY  
Tel: 02085398950  
[www.themanorpracticeleyton.co.uk](http://www.themanorpracticeleyton.co.uk)

Date of inspection visit: 6 November 2019  
Date of publication: 02/12/2019

This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

### Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Good 

# Overall summary

We carried out an announced comprehensive inspection at The Manor Practice on 6 November 2019 as part of our inspection programme.

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

**We have rated this practice as good overall and good for all population groups.**

We found that:

- The practice provided care in a way that kept patients safe and protected from avoidable harm.
- Patients received effective care and treatment that met their needs.

- The practice organised and delivered services to meet patients' needs.
- Patients could access care and treatment in a timely way.
- The way the practice was led and managed promoted the delivery of high-quality care.

The practice **should:**

- Continue to work to improve uptake of childhood immunisations and cervical cytology.
- Continue to work to improve patient satisfaction with services provided.

**Details of our findings and the evidence supporting our ratings are set out in the evidence tables.**

**Dr Rosie Benneyworth** BM BS BMedSci MRCGP

Chief Inspector of Primary Medical Services and Integrated Care

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

The inspection team included a lead CQC inspector who was supported by a GP specialist advisor.

## Background to The Manor Practice

The Manor Practice is situated within Waltham Forest Clinical Commissioning Group (CCG) in East London and is located in two converted houses, with good transport links and pay and display parking on surrounding roads. The practice provides services to approximately 9200 patients, which includes patients in two nursing homes (averaging 62 patients each) with the equivalent of two floors of palliative care patients, three sheltered accommodations and three mental health accommodations.

The practice operates under a General Medical Services (GMS) contract. It is registered with the Care Quality Commission to carry on the regulated activities of treatment of disease, disorder or injury and diagnostic and screening procedures.

The practice is rated two out of 10 on the deprivation scale, where one is the most deprived and 10 is the least deprived. Ten percent of the practice population are unemployed compared to the CCG average of 6% and the national average of 4%. The practice had a higher prevalence of dementia at 1.1% compared to the CCG average of 0.4% and the national average of 0.7%.

The practice has one male and one female GP partner who are supported by three regular locum GPs who all complete a combined total of 29 sessions per week. There are two advanced nurse practitioners and two practice nurses who complete a total of 21 sessions per week, along with a pharmacist, a practice manager and deputy practice manager a team of reception and administration staff members.

The practice opens each day at 8am and closes Monday to Wednesday at 7:30pm, 6:30pm on a Thursday and 7pm on a Friday. Appointment times are as follows:

- Monday 8:30am to 12pm and 12:30pm to 7:20pm
- Tuesday 8:30am to 12pm and 12:30pm to 7:20pm
- Wednesday 8:30am to 12pm and 12:30pm to 7:20pm
- Thursday 8:30am to 12:30pm and 2pm to 5:45pm
- Friday 8:30am to 11:45am and 2pm to 6:50pm

The locally agreed out of hours provider covers calls made to the practice when it is closed, and the practice is part of the local HUB which provides GP and nurse appointments on weekday evenings and weekends when the practice is closed.